



Austin Energy: Customer Assistance Program Enrollment

Austin Energy Utility
Oversight Committee
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Austin Energy Customer Assistance Program Enrollment

- Current Enrollment: Approximately 42,554 households (end April)
- Eligibility: Any household member participates in one of the following:
 - Comprehensive Energy Assistance Program (CEAP)
 - Travis County Hospital District Medical Access Program (MAP)
 - Supplemental Social Security Income Program (SSI)
 - Medicaid
 - Supplemental Nutritional Assistance Program (SNAP)
 - Children's Health Insurance Program (CHIP)
 - State Telephone Lifeline
- Qualification:
 - Automatic via a monthly computerized list matching process using County and State program enrollment data
 - Self-enrollment via dedicated call center
- Benefit:
 - Average monthly discount of \$21, plus discounts from Austin Water and Watershed Protection
 - Free weatherization for high users
 - Plus 1: One-time bill payment assistance
- Funding Source: Community Benefit Charge (CBC)
- Budget: > \$12 million annually